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Alexandra Alton
Alexandra Alton

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Daniel F. Williams, et al.
 Application No. : 09/820,292
 Filed : March 27, 2001
 Title : APPARATUS, SYSTEMS AND METHODS FOR
 ONLINE, MULTI-PARCEL, MULTI-CARRIER, MULTI-
 SERVICE PARCEL RETURNS SHIPPING
 MANAGEMENT
 Grp./Div. : 3629
 Examiner : Plucinski, Jamisue A.
 Docket No. : PSTM0042/MRK

Mail Stop Amendment
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

140 S. Lake Ave., Suite 312
 Pasadena, CA 91101-4710

April 6, 2009

**DECLARATION UNDER 37 C.F.R. SECTION 132
 BY WILLIAM W. SMITH III
 FILED IN SUPPORT OF
 AMENDMENT AND RESPONSE TO OFFICE ACTION
 DATED JANUARY 6, 2009 REGARDING THE ABOVE-IDENTIFIED
 APPLICATION**

BACKGROUND INFORMATION ABOUT THE DECLARANT

1. I, WILLIAM W. SMITH III, am Chief Technology Officer ("CTO") of iShip Inc., a wholly owned subsidiary of United Parcel Service, which is one of the assignees of the above-mentioned application. I have been in the employ of iShip Inc., or one of its predecessor's in interest, since at least 1995, and in the present capacity as Chief Technology Officer since at least 1997.

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2. iShip Inc. is an online provider of a multi-service, multi-carrier, Internet-enabled server-based shipping management system (at, among others, www.iship.com) for use by small volume shippers such as small businesses and home offices. The multi-carrier, multi-service, Internet-based shipping management system that iShip Inc. offers provides shipping users ("shippers") with a cross-comparison of shipment rating, service options, delivery schedules and other services by each of the multiple carriers for each of multiple services so that a shipper can compare multiple services offered by the multiple carriers and select one service offered by one of the multiple carriers to ship a parcel. When I first became involved in the development of this particular shipping management system, I worked for Movelt! Software Inc. ("Movelt!"), a company that was founded in 1997; I was one of three founders. Movelt! eventually became iShip.com, Inc., which eventually merged with Stamps.com Inc. and which is currently a wholly owned subsidiary of United Parcel Service ("UPS"). As of the date of this Declaration, iShip Inc. and Stamps.com are joint owners in common of the subject invention.

3. I hold a Master of Science degree, granted in 1988, in Industrial Engineering and Operations Research from Virginia Tech.

4. I am one of the inventors of the present invention disclosed in the above-identified patent application.

DISCUSSION OF THE UPS REFERENCE CITED BY THE ABOVE-MENTIONED OFFICE ACTION AND INFORMATION ABOUT THAT REFERENCE AVAILABLE THROUGH INTERNET ARCHIVES

5. I have reviewed the UPS Reference cited by the above-mentioned Office Action. The UPS reference cited by the above-mentioned Office Action is titled

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"UPS: Service Guide." At the bottom of the UPS Reference is a website address reference: <http://web.archive.org/web/19981206043709/ups.com/using/svc-index.html>. That website address also indicates that the reference was obtained through the www.archive.org website, also sometimes referred to as the "WayBack Machine Internet Archive."

6. In making this Declaration, I accessed the WayBack Machine Internet Archive at <http://www.archive.org/>. In the "Take Me Back" box on the home page of the WayBack Machine www.archive.org website, I entered the address for UPS®, namely, <http://www.ups.com/> and clicked the "Take Me Back" button. After I had clicked the "Take Me Back" button on the WayBack Machine home page, a Search Results page was displayed, entitled "Search Results for Jan 01, 1996 – Sep 28, 2008." On the Search Results page, horizontally across the page, were listed the years 1996-2006, and with scrolling, 2007-2008. There were no entries listed under the year 1996. There were only two entries listed under the year 1997. There were a number of entries listed under the year 1998. And there were many entries listed under each of the remaining years 1999-2008.

7. I clicked the Search Results page entry for the date Dec 05, 1998, which caused the display of what appears to be an archived operational exemplar UPS® Home Page from the UPS® website, the Internet Address of which was reported as: <http://web.archive.org/web/19981205132745/http://ups.com/>, a true and correct copy of which is attached hereto as Exhibit A. The archived operational exemplar UPS® Home Page displayed a number of underlined fields that appeared to be links.

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8. One of the apparent links at the bottom of the archived operational exemplar UPS® Home Page was labeled "Service Guide." Because the first page of the UPS reference cited by the Office Action is titled "Service Guide," I clicked the "Service Guide" link. Doing so caused the display of what appears to be an archived operational exemplar UPS® Service Guide page from the UPS® website, a true and correct copy of which is attached hereto as Exhibit B. The content of the archived operational exemplar UPS® Service Guide page matches the first page of the UPS reference cited by the Office Action and reports the same Internet Address, namely,

<http://web.archive.org/web/19981206043709/ups.com/using/svc-index.html>, as the first page of the Office-Action-cited UPS reference.

9. On the UPS® Service Guide page depicted in Exhibit B, I clicked a link for "UPS Next Day Air®." Clicking that link caused the display of what appears to be an archived operational exemplar "UPS Next Day Air®" page from the UPS® website, a true and correct copy of which is attached hereto as Exhibit C. The content of that "UPS Next Day Air®" page depicted in Exhibit C appears to match the "UPS Next Day Air®" page (page 4) of the Office-Action-cited UPS reference and has the same Internet address, namely,

http://web.archive.org/web/19990302081421/ups.com/using/services/domestic/1_da-guide.html as the Office-Action-cited UPS reference "UPS Next Day Air®" page.

10. The "UPS Next Day Air®" page depicted in Exhibit C stated "Use the Quick Cost Calculator to determine shipping rates, availability and delivery times for UPS Next Day Air." The "Quick Cost Calculator" was a link. Clicking the "Quick Cost Calculator" link caused the display of what appears to be an archived operational exemplar "UPS Quick Cost Calculator™" page from the

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UPS® website, a true and correct copy of which is attached hereto as Exhibit D. The Exhibit D "UPS Quick Cost Calculator™" page shows the Internet address <http://web.archive.org/web/19990220223708/ups.com/using/services/rave/rate.html>.

11. The archived operational exemplar "UPS Quick Cost Calculator™" page depicted in Exhibit D indicates a copyright dated "1994-1999" and states "Calculate shipping charges to compare UPS services and published rates for shipments from the U.S. and Puerto Rico to destinations in more than 200 countries and territories around the world. Required fields are shown in **bold**. Rate calculations are based on the detail of information you provide." (Emphasis in original). The archived operational exemplar "UPS Quick Cost Calculator™" page depicted in Exhibit D has an input section titled "ORIGIN" that provides input fields for an Origin Country and Postal Code. The archived operational exemplar "UPS Quick Cost Calculator™" page depicted in Exhibit D has an input section titled "DESTINATION" that provides input fields for Destination Country, City and Postal Code, and that provides a Yes/No indicator for whether the Destination Address is a Residential Address. The archived operational exemplar "UPS Quick Cost Calculator™" page depicted in Exhibit D also has an input section titled "PACKAGE INFORMATION" that provides input fields for a Drop-off/Pickup selection, a Packaging Type, a Package Weight, and Package Dimensions. The archived operational exemplar "UPS Quick Cost Calculator™" page depicted in Exhibit D also provides a "Calculate" button. The archived operational exemplar "UPS Quick Cost Calculator™" page depicted in Exhibit D indicates that shipping charges will be calculated.
12. The archived operational exemplar "UPS Quick Cost Calculator™" page depicted in Exhibit D does not provide any input field for inputting, or for

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otherwise identifying, a shipping date. The archived operational exemplar "UPS Quick Cost Calculator™" page depicted in Exhibit D does not indicate that any delivery date or dates, or delivery time or times, would be determined in connection with the calculation of shipping charges.

13. In the input fields on the archived operational exemplar "UPS Quick Cost Calculator™" page depicted in Exhibit D, I entered an origin postal code, a destination postal code, an indication that the destination was not a residence, a selection for Drop-Off/Pickup as Drop-Box Letter Center, a selection of Package Type as UPS Letter Envelope, and a weight of 1 pound. I then clicked the "Calculate" button. Clicking the "Calculate" button caused the display of a WayBack Machine page titled "Not in Archive," reporting an Internet address <http://web.archive.org/web/19990220223708/qcost.cgi>, a true and correct copy of which is attached hereto as Exhibit E.

14. Using the Internet "Back" button, I navigated back to the archived operational exemplar UPS® Service Guide page depicted in Exhibit B. On the UPS® Service Guide page depicted in Exhibit B, I clicked the "UPS Next Day Air Early A.M.™" link which caused the display what appears to be an archived operational exemplar "UPS Next Day Air Early A.M.®" page from the UPS® website, a true and correct copy of which is attached hereto as Exhibit F. The content of the "UPS Next Day Air Early A.M.®" page appears to match the "UPS Next Day Air Early A.M.®" page (pages 2-3) of the Office Action-cited UPS reference and has the same Internet address, namely, <http://web.archive.org/web/19981206153933/ups.com/using/services/domestic/earlyam-guide.html> as the Office Action-cited UPS reference "UPS Next Day Air Early A.M.®" page.

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15. The "UPS Next Day Air Early A.M.®" page depicted in Exhibit F stated "Use the Quick Cost Calculator to determine shipping rates, availability and delivery times for UPS Next Day Air Early A.M." The "Quick Cost Calculator" was a link. Clicking the "Quick Cost Calculator" link on the "UPS Next Day Air Early A.M.®" page depicted in Exhibit F caused the display of what appears to be an archived operational exemplar "Quick Cost Calculator™" page from the UPS® website, a true and correct copy of which is attached hereto as Exhibit G. The Exhibit G "Quick Cost Calculator™" page shows the Internet address <http://web.archive.org/web/19981203124546/ups.com/using/services/rave/rate.html>.

16. The archived operational exemplar "Quick Cost Calculator™" page depicted in Exhibit G indicates a copyright dated "1994-1998" and states "Please complete the form below to calculate charges for shipments from the continental U.S. to destinations throughout the U.S. and around the world." The archived operational exemplar "Quick Cost Calculator™" page depicted in Exhibit G has an input section titled "Origin" that provides input fields for an Origin Country and Postal Code. The archived operational exemplar "Quick Cost Calculator™" page depicted in Exhibit G has an input section titled "Destination" that provides input fields for Destination Country, City and Postal Code. The archived operational exemplar "Quick Cost Calculator™" page depicted in Exhibit G also has an input section titled "Shipment Information" that provides a drop-down-menu input field for a "UPS Service" that shows "Next Day Air Early AM as the selected UPS® Service. The archived operational exemplar "Quick Cost Calculator™" page depicted in Exhibit G also has a number of indicators for a "Shipment Method" selection. The archived operational exemplar "Quick Cost Calculator™" page depicted in Exhibit G also has input fields for a Package Weight, and Package Dimensions. The archived operational exemplar "Quick Cost Calculator™" page

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depicted in Exhibit G also has various indicators for "Confirmation Options" and for "Optional Services." The archived operational exemplar "UPS Quick Cost Calculator™" page depicted in Exhibit G also provides a "Calculate Cost" button. The archived operational exemplar "Quick Cost Calculator™" page depicted in Exhibit G indicates that shipping charges will be calculated for the particular UPS Service selected.

17. The archived operational exemplar "Quick Cost Calculator™" page depicted in Exhibit G does not provide any input field for inputting, or for otherwise identifying, a shipping date. The archived operational exemplar "Quick Cost Calculator™" page depicted in Exhibit G does not indicate that any delivery date or dates, or delivery time or times, would be determined in connection with the calculation of shipping charges.

18. I note that the earliest provisional application to which the above-identified patent application claims priority is March 28, 2000. I therefore repeated the above-described processes, clicking on the Search Results page entry for the date Mar 04, 2000, which appeared to be the Search Results entry with the nearest prior date to the March 28, 2000 priority date of the above-referenced application. Doing so caused the display of what appeared to be an archived operational exemplar of a UPS Home Page from the UPS® website with an Internet address <http://web.archive.org/web/20000304153925/http://ups.com/>, and with a copyright notice dated 1994-2000, a true and correct copy of which is attached hereto as Exhibit H.

19. As with the previously-mentioned UPS Home Page depicted in Exhibit A, I clicked on the "Service Guide" Link on the UPS Home Page depicted in Exhibit H, and from the resulting "UPS Service Guide" page (with an Internet Address

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<http://web.archive.org/web/20000301055133/ups.com/using/svc-index.html>, a true and correct copy of which is attached hereto as Exhibit I), clicked the "UPS Next Day Air" Link (with an Internet Address http://web.archive.org/web/20000304025129/ups.com/using/services/domestic/1_da-guide.html, a true and correct copy of which is attached hereto as Exhibit J). From the "UPS Next Day Air" page depicted in Exhibit J, I clicked the "Quick Cost Calculator" Link, which caused the display of a "UPS Quick Cost Calculator™" page, a true and correct copy of which is attached hereto as Exhibit K, which shows a copyright notice dated 1994-2000, and which shows the Internet Address:
<http://web.archive.org/web/20000229184425/ups.com/using/services/rave/rate.html>.

20. In all substantive respects with regard to input fields, the absence of any input fields for a shipping date, and the absence of any indication that any delivery date(s) or time(s) would be determined in connection with the calculation of shipping charges, the "UPS Quick Cost Calculator™" page depicted in D matches the "UPS Quick Cost Calculator™" page depicted in Exhibit K.

21. To the best of my recollection, the absence of any input fields for a shipping date, and the absence of any indication that any delivery date(s) or time(s) would be determined with respect to shipping rates, from the "UPS Quick Cost Calculator™" pages depicted in Exhibits D and K and the "Quick Cost Calculator" page depicted in Exhibit G, are an accurate reflection of the operation of the UPS website during the periods of time for the "[UPS] Quick Cost Calculator" pages depicted in Exhibits D, G. and K (based on their respective copyright dates of 1994-1999, 1994-1998 and 1994-2000).

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22. I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that the statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001, Title 18 of United States Code and that such willful false statements may jeopardize the validity of the application or any corresponding U.S. patent.

Date: April 6, 2009 Conrad R.
William W. Smith III



The header features the UPS logo with a globe icon, the Olympic rings, and the text "WORLDWIDE OLYMPIC PARTNER". Navigation links include "Service Guide", "Download", "Customer Service", "About UPS", and "Site Guide". Below the header are icons for "TRACKING", "QUICK COST TRANSIT TIMES", "PICKUP", "DROP-OFF", and "SUPPLIES".

 [Global Regions](#)
 [Select a Region](#)
[CANADA](#)
[ASIA PACIFIC](#)
[EUROPE](#)
[LATIN AMERICA/CARIBBEAN](#)
[MIDDLE EAST/AFRICA](#)

 [Latest News](#)

- [UPS Brings Shipping Functionality to the 3Com Palm Computing® Platform](#)
- [UPS Establishes its Own Operations in Argentina](#)

 [Business Solutions](#)

- [UPS Delivers Better Business](#)

Happy Holidays

PACKAGES DELIVERED BY UPS

4

SINCE

NOV. 23, 1998

Happy Holidays

Avoid the holiday rush. Ship early. Ship right.

UPS OnLine Office Version 5.5

UPS Web Sites

- [UPS Employment Opportunities](#)
- [UPS and the Community](#)
- [UPS Document Exchange](#)
- [UPS and E-Commerce](#)

[Tracking](#) | [QuickCost](#) | [Transit Times](#) | [Pickup](#) | [Drop-off](#) | [Supplies](#) | [Service Guide](#) | [Download](#) | [Customer Service](#) | [About UPS](#) | [Site Guide](#)
[North America](#) | [Asia Pacific](#) | [Europe](#) | [Latin America/Caribbean](#) | [Middle East/Africa](#)

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WORLDWIDE OLYMPIC PARTNER

UNITED STATES

<input checked="" type="checkbox"/> Service Guide	<input type="checkbox"/>
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[Holiday Schedule](#)
[Holiday Tips](#)
[Holiday Pressroom](#)

Service Guide	Download	Customer Service	About UPS	Site Guide
 TRACKING	 QUICK COST	 TRANSIT TIMES	 PICKUP	 DROP-OFF
 SUPPLIES				

DOMESTIC
Shipping Options
 within U.S.

- [UPS SonicAir® Service](#)
- [UPS Next Day Air Early A.M.™](#)
- [UPS Next Day Air®](#)
- [UPS Next Day Air Saver™](#)
- [UPS 2nd Day Air A.M.™](#)
- [UPS 2nd Day Air®](#)
- [UPS 3 Day Select®](#)
- [UPS Ground Service](#)
- [Domestic Optional Services](#)
- [Domestic Documentation](#)
- [Domestic Billing Options](#)

[International: Shipping Options](#)

- [UPS SonicAir® Service](#)
- [UPS Worldwide Express Plus™](#)
- [UPS Worldwide Express™](#)
- [UPS Worldwide Expedited™](#)
- [Standard Service to Canada](#)
- [International Optional Services](#)
- [Export Documentation](#)
- [International Billing Options](#)
- [Prohibited Articles \(Export\)](#)
- [Customs Brokerage Services](#)

Sending your Package with UPS

[Import Information](#)

[Package Preparation](#)

[Prohibited Articles \(Import\)](#)

Terms and Conditions of Service for [Air](#), [Ground](#), [3 Day Select](#) and [International](#) services.

A [quick chart](#) of both International and Domestic Optional Services.



[Home](#) | [Tracking](#) | [Quick Cost](#) | [Transit Times](#) | [Pickup](#) | [Drop-off](#) |
[Supplies](#) | [Service Guide](#) | [Download](#) | [Customer Service](#) | [About UPS](#) | [Site Guide](#)

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WORLDWIDE OLYMPIC PARTNER

UNITED STATES

Service Guide

Domestic Services

- UPS Document Exchange
- UPS SonicAir
- UPS Next Day Air Early A.M.
- UPS Next Day Air
- UPS Next Day Air Saver
- UPS 2nd Day Air A.M.
- UPS 2nd Day Air
- UPS 3 Day Select
- UPS Ground
- Domestic Optional Services
- Domestic Documentation
- Domestic Billing Options

[Service Guide](#) [Download](#) [Customer Service](#) [About UPS](#) [Site Guide](#)



UPS Next Day Air

Put it in their hands tomorrow.



**GUARANTEED OVERNIGHT
BY 10:30 AM**

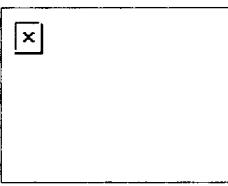
UPS Next Day Air features fast, reliable delivery to every address in all 50 states and Puerto Rico. We guarantee delivery by 10:30 a.m., noon, or end-of-day the next business day depending on destination (noon or 1:30 p.m. on Saturdays).



1. Select Service, [Domestic](#) or [International](#)
2. Prepare Package and fill out [Domestic](#) or [International](#) Documentation
3. [Drop-off](#) or [Schedule Pickup](#)

Use the [Quick Cost Calculator](#) to determine shipping rates, availability and delivery times for UPS Next Day Air.

Next-day service coupled with up-to-the-minute tracking information makes UPS the right choice for all your overnight shipments.



Ready to ship? Simply complete a UPS Next Day Air [Air Shipping Document](#) or select this service through your UPS [OnLine® shipping system](#). (Shipments to Puerto Rico will require additional [export documentation](#).)

The following options may be selected in conjunction with UPS Next Day Air delivery service:

[Saturday Delivery](#)
[Saturday Pickup](#)
[Hold for Pickup](#)
[C.O.D.](#)

[Delivery Confirmation](#)
[Ship Notification](#)
[Hazardous Materials](#)
[Declared Value](#)

[UPS Hundredweight](#) pricing is available.

For customer service call 1-800-PICK-UPS (1-800-742-5877).

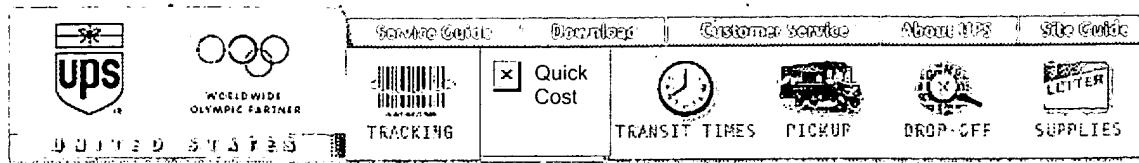
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UPS Quick Cost Calculator

Calculate shipping charges to compare UPS services and published rates for shipments from the U.S. and Puerto Rico to destinations in more than 200 countries and territories around the world. Required fields are shown in **bold**. Rate calculations are based on the detail of information you provide.

ORIGIN

Country: United States

Postal Code:

DESTINATION

Country: United States

City:

Postal Code:

Residential Address: Yes No

PACKAGE INFORMATION

Drop-off/Pickup: Select Drop-off/Pickup

Packaging: Select Package Type

Package Weight:

(Except UPS Letter
Envelope) **lbs.**

Package Dimensions: Length Width Height
(Only for your
packaging) **in.**

Calculate **Clear**



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Enter Web Address:

All

Adv. Search

Not in Archive.

No archived versions of the page you requested are available. If the page is still available on the Internet, we will begin archiving it during our next crawl.

You may want to:

- Search for all pages on the site [qcost.cgi/](#)
- Try a different page address, at top

See the [FAQs](#) for more info and help, or contact us.

[Home](#) | [Help](#)[Internet Archive](#) | [Terms of Use](#) | [Privacy Policy](#)

Service Guide

Domestic Services

- [UPS SonicAir Service](#)
- [UPS Next Day Air Early A.M.](#)
- [UPS Next Day Air](#)
- [UPS Next Day Air Saver](#)
- [UPS 2nd Day Air A.M.](#)
- [UPS 2nd Day Air](#)
- [UPS 3 Day Select](#)
- [UPS Ground Service](#)
- [Domestic Optional Services](#)
- [Domestic Documentation](#)
- [Domestic Billing Options](#)



1. Select Service, [Domestic](#) or [International](#)
2. [Prepare Package](#) and fill out Domestic or International Documentation
3. [Drop-off](#) or [Schedule Pickup](#)

UPS Next Day Air Early A.M.™

UPS offers early morning delivery to more destinations than anyone else.



When your shipments demand first-thing-in-the-morning delivery, choose UPS Next Day Air Early A.M.™ You get guaranteed delivery by 8:00 a.m. to major U.S. cities and by 8:30 a.m. to most other U.S. cities (9:00 a.m. or 9:30 a.m. on Saturday).

Use the [Quick Cost Calculator](#) to determine shipping rates, availability and delivery times for UPS Next Day Air Early A.M.

UPS offers priority handling every step of the way and we will automatically call the shipper if there is a break in service for any reason.

Ready to ship? Simply complete a UPS Next Day Air Early A.M. [Air Shipping Document](#) or select this service through your [UPS OnLine® Shipping System](#) (Shipments to Puerto Rico will require additional [export documentation](#)).

The following options may be selected in conjunction with UPS Next Day Air Early A.M. delivery service:

[Saturday Delivery](#)
[Saturday Pickup](#)
[C.O.D.](#)
[Call Tag](#)

[Delivery Confirmation](#)
[Ship Notification](#)
[Hazardous Materials](#)
[Declared Value](#)

For customer service call 1-800-PICK-UPS (1-800-742-5877).

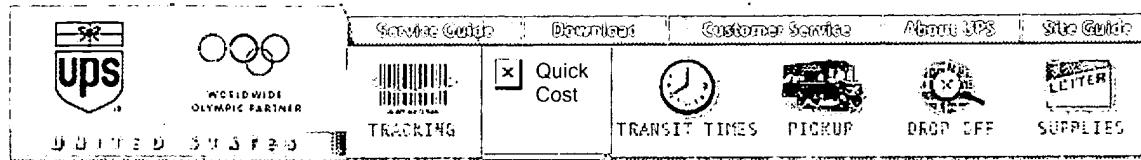
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Please complete the form below to calculate charges for shipments from the continental U.S. to destinations throughout the U.S. and around the world.

NOTE: The guarantees for UPS Early A.M.SM, UPS Next Day Air[®], and UPS Next Day Air SaverSM remain in effect throughout the holiday season. Guarantees for UPS 2nd Day Air A.M.TM, UPS 2nd Day Air[®], UPS 3 Day Select[®], and UPS Ground are suspended for shipments scheduled for delivery between Dec. 12 and Dec. 25.

Origin

Country: United States

ZIP Code:

Destination

Country: United States

City: _____ (optional)

ZIP/Postal Code:

Shipment Information

UPS Service Next Day Air Early AM

Shipment Method: Drop-off at a Customer Counter

- Drop-off at a Letter Center
(U.S. air and international documents and small packages only)

Pick-up via **On Call Air**
(available for Next Day Air and 2nd Day Air services)

Pick-up via One Time Pickup
(available for 3 Day Select and Ground services)

⑧ Pick-up via Daily Pickup Service
(available for UPS account holders)

CHAPTER II. - THE PRACTICAL WORKERS.

Package Weight: (not for letters) pounds

Package Dimensions	Height	Width	Length
-----------------------	--------	-------	--------

- Additional Handling (if length > 60")
- Oversize (if length + girth > 84")

Confirmation Options

Verbal Delivery

Confirmation:

Delivery None

Confirmation:

1st Ship Notification: None (available only in UPS OnLine® Solutions)

2nd Ship None (available only in UPS OnLine® Solutions)
Notification:**Optional Services**Saturday Pickup: Saturday Delivery: C.O.D.: Hazardous Material (package only)Declared Value dollars (up to \$100 at no extra cost)Insurance:Call Tag: None

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UNITED STATES




WORLDWIDE
OLYMPIC PARTNER

[LOG IN TO MY UPS.COM](#)

Saving Center | Dispatch Center | Customer Service | About UPS | Site Guide

TRACK | SHIP | QUICK COST | TRANSIT TIME | PICKUP | DROP-OFF | SUPPLIES



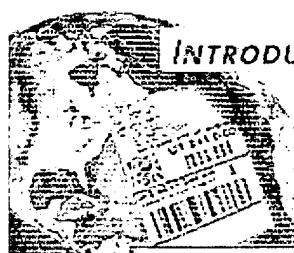
Global Regions

NORTH AMERICA
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EUROPE
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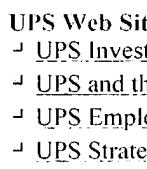
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Service Guide

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Terms and Conditions of Service

A [quick chart](#) of Domestic and International (Export and Import) Optional Services



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UPS Next Day Air

Put it in their hands tomorrow.



**GUARANTEED OVERNIGHT
BY 10:30 AM***

UPS Next Day Air features fast, reliable delivery to every address in all 50 states and Puerto Rico. We guarantee delivery by 10:30 a.m., noon, or end of day the next business day depending on destination (noon or 1:30 p.m. on Saturdays).

Sending your Package

1. Select Service, [Domestic](#) or [International](#)
2. Prepare Package with appropriate documentation
3. Drop-off or Schedule Pickup

Use the Quick Cost Calculator to determine shipping rates, service availability, and delivery time commitments for UPS Next Day Air.

Next-day service coupled with up-to-the-minute tracking information makes UPS the right choice for all your overnight shipments.



Ready to ship? You can:

- ▣ Use [UPS Internet Shipping](#) to prepare your shipping label
- ▣ Select this service through your [UPS OnLine Solutions](#) shipping system
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The following options may be selected in conjunction with UPS Next Day Air delivery service:

C.O.D.

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UPS Hundredweight service is available.

For customer service call 1-800-PICK-UPS (1-800-742-5877).

Terms and Conditions of Service

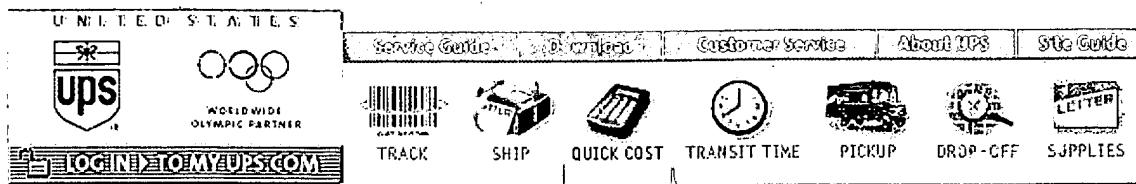
*Use the Quick Cost Calculator for guarantee details, service availability, and delivery time commitments.

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UPS Quick Cost CalculatorSM

Calculate shipping charges to compare UPS services and published rates for shipments from the U.S. and Puerto Rico to destinations in more than 200 countries and territories around the world. Required fields are shown in **bold**. Rate calculations are based on the detail of information you provide.

ORIGIN

Country: United States

Postal Code:

DESTINATION

Country: United States

City:

Postal Code:

Residential Address: Yes No

PACKAGE INFORMATION

Drop-off/Pickup: Select Drop-off/Pickup

Packaging: Select Package Type

Package Weight:

(Except UPS Letter
Envelope)

Package Dimensions: Length Width Height
(Only for your
packaging) in.

Calculate **Clear**



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